



# NEW TOWN KOLKATA DEVELOPMENT AUTHORITY

(A Statutory Authority Under Government of West Bengal)

3, Major Arterial Road, New Town, Kolkata - 700 156

Memo No. **9449** /NKDA-14019/2/2021-IT SEC(NKDA)-NKDA

Dated: **29** /09/2021

**Notice Inviting Quotation (N.I.Q) No: 12 /NKDA/ADMN of 2021**

Sealed quotations are invited from registered software firm/companies having similar experience for undertaking the work of “Annual operation maintenance and up-gradation of existing website of New Town Business Club”.

**1. Important Dates:**

<b>Last date of Application</b>	:	<b>09/10/2021 up to 2:00 PM</b>
<b>Date of Opening of Technical and Financial bid</b>	:	<b>09/10/2021 at 03:00 PM</b>

2. The tender document may also be downloaded from our web site [www.nkdamar.org](http://www.nkdamar.org).
3. The NKDA has right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding.
4. **GENERAL CONDITIONS: -**
  - 4.1. The bids received without prescribed performance certificate shall be rejected.
  - 4.2. Validity of the contract: The period of contract shall be for a period of 12 (Twelve) months from the date of issue of the Work Order.
  - 4.3. *Conditional tender will not be entertained and shall be deemed as 'informal'.*
  - 4.4. The quoted rates should include all taxes and charges related to the entire work.
  - 4.5. The rates should be mentioned in figures as well as in words.
  - 4.6. The Inviting Authority reserves the right to deny or accept or reject any or all the bids and even to annual the tendering process at any point of time without prejudice to further action and without assigning reason thereof.
5. **MINIMUM ELIGIBILITY CRITERIA: -**
  - 5.1. The bidder shall have an experience of at least 3 years or more in similar type of work. The bidder shall submit necessary work order from any 2(two) Govt. Departments.
  - 5.2. The bidder should have a valid trade license showing office in Kolkata.
  - 5.3. The bidders shall have to submit their audited financial statement / audited annual report of the last three financial years.
  - 5.4. PAN/ TAN.
6. **Bidding Procedure**

The bidder has to submit 2(two) sealed separate envelopes respectively envelopes for “**Technical Bid**” and “**Financial Bid**” in a big outer sealed cover super scribed “**Annual operation maintenance and up-gradation of existing website of New Town Business Club**”.
7. **Other Conditions of Contract**
  - 1) The quoted rate is inclusive of all taxes and duties as applicable.
  - 2) **Payment terms:**
    - a) The payment to the selected bidder under the AMC shall be paid on half yearly basis.

Bidder have to enclose the detailed of the job undertaken in this period showing the following format:

Details of the work	URL	Date for request sent on	Target date of completion	Actual date of Completion	Remark

- b) Bidder has to submit the separate bill half yearly basis for the showing details of new static page and dynamic pages uploaded in the website.

Page details	URL	Type of page	Target date of completion	Actual date of Completion	Remark

#### 8. Scope of Work

- a) Website maintenance contract cover alterations, updates and repairs, in addition to completing all maintenance requests, your contract includes internal and external links, on-line forms, search facilities, site maps and any dynamic functionality.
- b) Services covered in Annual Maintenance Packages are:
- Graphics Design Support Catalog Management
  - Newsletters Management
  - Flash Advertisement & Presentation Updates Content Management Graphic updates or New Design Altering the usability of website.
  - Search engine optimization
  - SMS integration
  - Incorporation of audio & video gallery in the website and conversion and uploading of videos in suitable format maintaining of web-based applications.
  - Deployment of technical staff- the firm shall deploy technical staff at the premises of the directorate for speedier update/ maintenance of websites (if and when required).
- c) Monthly review to be conducted at the office of this Authority or Virtually, with team lead and developer:
- a) Review all the work undertaken by the bidder
  - b) Progress of all the work
  - c) New work to be undertaken by the bidder.
- d) Proposer documentation of the website to under the scope of the bidder.
- e) After completion of the contract bidder have to handover all the documentation (Hardcopy/ Softcopy), source code (DVD) for the final payment.
- f) Change in platform (if required) for any micro site is under the scope of the bidder.
- g) Support will be 7 days basis in a week. In case of holiday, bidder have to complete the job on urgency basis. Failure of that, necessary penalty will be deducted as per the Service Level Benchmark (SLA).

#### 9. Service Level Benchmark (SLA) of server as follows

Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>PORTAL APPLICATIONS &amp; SERVICES</b>				
<b>Portal Availability</b>	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly Using an automated tool with no manual intervention.	Less than 99.7% but more than 95%: penalty 3 % of Equated Annual Installments (EAI).  Less than 95%: penalty 15 % of Equated Annual Installments (EAI).



Conditions	Coverage Hours	Baseline Performance	Measurement and Reporting	Penalty
<b>Performance</b>	24 X 7 X 365	99.7%	Measure Daily Report Monthly/ Quarterly	Less than 99.7% but more than 95%: penalty 3% of Equated Annual Installments (EAI).  Less than 95%: penalty 15% of Equated Annual Installments (EAI).
<b>Security</b>	24 X 7 X 365	0	Measure Daily Report Monthly/ Quarterly	More than 0 and Less than 3 Security Breaches: penalty 10% of Equated Annual Installments (EAI) for each Security Breach  More than 3 Security Breaches: penalty 25% of Equated Annual Installments (EAI) for each additional Security Breach
<b>System Backup</b>	24 X 7 X 365	0 Data Loss	Measure Daily Report Monthly/ Quarterly	Penalty of 10% of Equated Annual Installments (EAI) for each data loss case.



Executive Engineer (E)  
New Town Kolkata Development Authority

Copy forwarded to kind information of

1. The Finance Officer, New Town Kolkata Development Authority.
2. General Manager, New Town Business Club.
3. PA to Hon'ble Chairman, New Town Kolkata Development Authority
4. PA to Chief Executive Officer, New Town Kolkata Development Authority
5. Notice Board, New Town Kolkata Development Authority for displaying
6. Official website on New Town Kolkata Development Authority (NKDA)  
(<http://www.nkdamar.org>)



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**TECHNICAL BID**

**Name of Work: Notice Inviting Quotation for Annual operation maintenance and up-gradation of existing website of New Town Business Club Website.**

**DETAILS OF THE APPLICANT**

<b>Details to be furnished with specific enclosure</b>		<b>Remark</b>
1.	Name of the applicant firm: (Attach company Profile)	
2.	Address of the Registered Office:	
3.	Telephone Numbers:	
4.	Fax Number:	
5.	E-mail & Website Address:	
6.	Turnover of Previous three Year:	
7.	<b>Check List for Enclosures:</b> i. Copy Company Profile ii. Copy of PAN/TAN/TIN (As applicable) iii. Financial Statement for last 3 yrs. iv. Trade License showing office in <b>Kolkata</b> v. GST Certificate	
8.	<b>Copy of Work order</b> of 2(two) Govt. Departments showing similar kind of work	
9.	Stamp and sign of the NIQ in each page	
10.	Earnest Money Deposit (EMD) Details:	

**FINANCIAL BID**

**Name of Work: Notice Inviting Quotation for Annual operation maintenance and up-gradation of existing website of New Town Business Club Website**

SL No	Description of Work	Quoted Rate (In Figures)	Quoted Rate (In Words)
1.	Annual operation maintenance and up-gradation of existing website of New Town Business Club Website		
2.	Rate contract for adding Static Page		
3.	Rate contract for adding Dynamic Page		

*N.B. – The above quoted rate is inclusive of all taxes and duties as applicable and GST.*

Signature of Bidder with seal \_\_\_\_\_

Name \_\_\_\_\_

Business address \_\_\_\_\_  
\_\_\_\_\_

Tel. No. & Mobile No. \_\_\_\_\_

Email: \_\_\_\_\_

Place: \_\_\_\_\_

Date: \_\_\_\_\_